



Agency Performance Dashboard

Economic Development

Increase/maintain number of targeted meetings with business and industry

Metric Definition

Number of roundtables and workshops with businesses to consult, educate, and get feedback c

Goal Met	Current	Previous	Target	Trend
	285	472	100	

Reporting Cycle

Quarterly (April 1, 2017 - June 30, 2017)



Additional Details

DATCP provides workshops and consulting services for businesses. We also regularly meet with the knowledge they need to comply voluntarily with regulations.

Increased export sales as a result of the Wisconsin International Trade Team services

Metric Definition

The trade team at the Wisconsin International Agribusiness Center consults with businesses to

Goal Met	Current	Previous	Target	Trend
	\$1.421 million	\$6.235 million	\$5 million	

Reporting Cycle

Quarterly (April 1, 2017 - June 30, 2017)



Additional Details

The target is based on an annual target of \$20 million or \$5 million per quarter. Wisconsin rank value of agricultural exports (2015). [DATCP provides a wide range of services](#) to companies tha products, including consulting services and leading trade mission trips.

Increase percentage of food inspections performed on schedule

Metric Definition

Percentage of food inspections performed on schedule.

Goal Met	Current	Previous	Target	Trend
	79%	74%	90%	

Reporting Cycle



Quarterly (April 1, 2017 - June 30, 2017)

Additional Details

Unsafe food processing and handling practices can cause serious food-borne disease outbreaks the [Food Safety Division](#) licenses, regulates and inspects retail food stores (including grocery str bakeries, confectionaries and ice cream shops), food processing plants and warehouses, and da inspections moved from DHS to DATCP in July 2016, consolidating food inspection in one agenc

Maintain turnaround time on issuance of certificates required for export of plants and plant products

Metric Definition Percentage of export certificates issued within 24 hours of receipt from client.

Goal Met	Current	Previous	Target	Trend
	98%	99%	90%	



Reporting Cycle Quarterly (April 1, 2017 - June 30, 2017)

Additional Details

When Wisconsin plants and plant products are shipped to another state or country, the destination that the plants or plant products be inspected and certified that they are free of insects or diseases required for products like Christmas trees, landscape trees, shrubs, nursery stock, seed, grain, grain veneer, tissue culture plantlets, potatoes and seed potatoes. The agency has 10 days by rule to

Increase percentage of animal health inspections performed on time

Metric Definition Percentage of animal health inspections meeting program standards for inspection intervals.

Goal Met	Current	Previous	Target	Trend
	86%	88%	80%	



Reporting Cycle Quarterly (April 1, 2017 - June 30, 2017)

Additional Details

[DATCP monitors for animal diseases](#) that have the potential to spread to humans, that may spread and that cause other states and nations to close trade doors to our livestock and animal products reflect the impact of avian influenza and other foreign diseases on program resources. Number to seasonal nature of inspections.

Increase percentage of fertilizer quality surveillance samples that meet label guarantees

Metric Definition Percentage of fertilizer quality surveillance samples that meet label guarantees.

Goal Met	Current	Previous	Target	Trend
	90%	89%	85%	

Reporting Cycle Annual (state fiscal year July 1, 2015 - June 30, 2016)



Additional Details

[DATCP's Fertilizer Program](#) assures consumers and manufacturers that fertilizers meet label guarantees performance claims are substantiated. We do this through facility inspections, product surveillance, comprehensive labeling requirements.

Efficient and Effective Services

Improved response time to consumers

Metric Definition Average time from the filing of a consumer complaint to communication of initial agency action

Goal Met	Current	Previous	Target	Trend
	2.48 days	3.11 days	14 days	



Reporting Cycle Quarterly (April 1, 2017 - June 30, 2017)

Additional Details

[Consumer Protection](#) receives around 10,000 complaints from Wisconsin consumers every year time from complaint receipt to initial agency action (referral to another agency, business contact on behalf, investigation opened, etc.). Complaints received electronically are acknowledged upon receipt.

Decrease number of Consumer Protection hotline calls that go to voicemail

Metric Definition Percentage of Consumer Protection calls that go to voicemail.



Goal Met	Current	Previous	Target	Trend
	10.50%	3.90%	5.0%	

Reporting Cycle Quarterly (April 1, 2017 - June 30, 2017)

Additional Details Hotline features allow consumers to request publications or a complaint form, speak with a staff person, or leave a voicemail. This represents the percentage of callers who want to speak with a staff person and requiring a call back from DATCP.

More efficient weights and measures/fuel quality inspections

Metric Definition Average time to complete a weights and measures/fuel quality inspection.

Goal Met	Current	Previous	Target	Trend
	1.46 hours	1.5 hours	1.5 hours	


Reporting Cycle Quarterly (April 1, 2017 - June 30, 2017)

Additional Details Inspectors check price scanners, scales, gas pumps, and other devices used in commerce to ensure accuracy. Inspectors also check fuel quality and the integrity of the tank system. More information on [weights and measures/fuel quality inspections](#).

Customer/Taxpayer Satisfaction

Clean Sweep collections

Metric Definition Maintain collections of unused prescription drugs, household hazardous waste, and agricultural equipment through the Clean Sweep Program.

Goal Met	Current	Previous	Target	Trend
	2.32 million pounds (2016)	2.37 million pounds (2015)	2.2 million pounds	

Reporting Cycle Annual (January 1, 2015 - December 31, 2016)

Additional Details

The [Clean Sweep Program](#) assists communities in improving and sustaining public health, the environment, and public safety by reducing risk of exposure to hazardous chemicals, pesticides, and unwanted prescription drugs on farms and at businesses. The program provides financial assistance to Wisconsin counties, regional commissions, cities, villages, and other municipalities to collect unwanted pesticides, household unwanted prescription drugs such as controlled substances, analgesics, anti-inflammatory drugs, gastrointestinal drugs, and antihistamines. DATCP's program goal is to increase collections on a Clean Sweep waste categories.

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Q4 FY2017
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